

Letter of Recommendation for Amy Chang ID #: 32717

My name is Madeline Goldáraz. I was a supervisor at Electronic Data Systems (EDS) and Amy Chang was my back-up team leader. It is my honor and privilege to provide you with this letter of recommendation for Amy Chang. I have known Amy for over twenty years and during my four year work association with Amy, I found her to be willing and capable of dealing with the myriad of challenges in running a systems engineering team for a major international corporation – EDS.

In her role as a backup team leader and eventually supervisor, Amy worked with a diverse group of people. Our team consisted of people from all parts of the world including first time immigrants. The team consisted of members from Indonesia, Vietnam, Sri Lanka, and United States. Amy was at ease with all of them, easily integrating the diversity into a cohesive working unit. This may be a result of her own family which is of Japanese heritage and from Hawaii. Amy's husband is of Chinese heritage.

Amy is accustomed to travel. She traveled to Detroit, Michigan and Los Angeles, CA for projects at EDS, many for extended engagements.

One of Amy's strengths is that she is very organized. The team she lead at EDS often worked on many different projects at the same time. Amy maintained all project management workflows of programs needing to be completed, dealt with the issues on each of the projects, met with the wide range of customers and dealt with issues across the range of projects assigned to the team at any one time. She was excellent at making sure that all the sometimes conflicting interests were balanced and that tasks did not slip through the cracks.

She attended all team, and upper management meetings and communicated with all stakeholders including EDS management, supervisors, and team members and the customer's management and project team members. Her ability to deal with a diverse population at all levels helped her assure that projects were completed on-time and within budget.

Amy took over as supervisor of my team of 6 people, performing all supervisory tasks including personnel evaluations while I was out of the country for a year on for two separate projects. For those engagements, I did not have any concerns that the projects would be well organized and run efficiently and effectively and that the team members concerns would be addressed equitably.

Amy thrived in an environment where she managed a variety of projects at the same time. She assigned, directed and checked the work of the systems engineers on the team to ensure that business solutions are achieved. She monitored projects to design, code, test and implement application programs and systems; provided technical direction to the staff; ensured that standards and procedures were followed; defined system requirements and priorities with the customer.

She was responsible for preparing feasibility studies, time and cost estimates, and implementation plans. She coordinated technical activities with EDS internal support groups to facilitate resolution of customer problems.

In addition to her project manager responsibilities, had human resources responsibility for the team members. She was responsible for salary administration, vacation scheduling and dealt with the day-to-day personnel problems that inevitably arise in a diverse team of driven individuals. She ensured timely completion of performance appraisals, salary write-ups, promotions, rankings, technical and professional education for the team members.

The customer mix was also diverse, covering many fields and locations. As an example, here are several accounts on which systems engineers from the team were assigned:

- DeVilbiss
- General Motors
- BancoMex
- Service Parts Operation International
- Contract Administration

Being part of a major international company also requires attention to additional matters. In her role as team leader and project manager, Amy also had additional responsibilities. She used her organizational and people skills to successfully balance the demands of running her team's projects and these additional responsibilities. As an example she:

- worked with customers to obtain additional projects for the Anaheim Development Center
- worked with the customer to acquire perks and bonuses for significant contributions made by EDS SE's
- ensured all TDY issues for her team were addressed. i.e. flights, expenses, advance requests

In short, Amy was a vital and valued team leader in a diverse and active systems engineering center for EDS, a major international corporation. She effectively and efficiently handled the wide range of challenges presented by her position while assuring customer, management, and employee satisfaction in this diverse and active environment.